

**Accessibility Standards
Mitel Unified Communicator Advanced/
Unified Communicator Advanced Softphone and
MiCollab client/MiCollab Client Softphone**

Mitel products are designed with the highest standards of accessibility. The table below outlines how Mitel Unified Communicator (UC) Advanced, Mitel UC Advanced Softphone, MiCollab Client and MiCollab Client Softphone conform to section 508 of the United States Access Board’s Electronic and Information Technology Accessibility Standards, specifically subsections 1194.21 Software Applications and Operating Systems, 1194.23 Telecommunications Products, 1194.31 Functional Performance Criteria, and 1194.41 Information, Documentation, and Support. These criteria represent the test for Equivalent Facilitation under section 1194.5.

**Section 1194.21
Software Applications and Operating Systems**

| Mitel UC Advanced/UC Advanced Softphone and MiCollab Client/MiCollab Client Softphone | | |
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| Criteria | Is Criteria Supported? | Remarks and Explanations |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Partially Supported | Keyboard access is provided for some commands and features. In such a case, the client will support Microsoft Windows accessibility features including StickyKeys, FilterKeys, MouseKeys, and High Contrast. |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supported | This client does not disrupt or disable any accessibility features on the operating system. Neither does it extend the operating system’s user-defined font settings for the document. Further, it does not support large-font mode in dialogs where large fonts would render the dialog impossible to read. The operating system offers a magnifier application to enlarge dialog text. |

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| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes. | Supported | This client supports technologies that make computer programs more accessible to people who use assistive technology. Visual on-screen focus and tracking is provided throughout the Microsoft Office XP and Windows 7 suite. |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Supported | Hovering over images in the client automatically opens a dialog box that describes the icon or image. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supported | The client uses standard and consistent images and image meanings as part of its integration with Microsoft Office XP and Windows 7. |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Supported | In all cases, the client uses standard system functions to send textual information to the operating system. |
| (g) Applications shall not override user-selected contrast and color selections and other individual display attributes. | Supported | The client does not override user-selected contrast and color. In addition, it has its own color-scheme definition that is independent of the operating system. |
| (h) When animation is displayed, the information | Not Applicable | The client does not display animation. |

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| shall be displayable in at least one non-animated presentation mode at the option of the user. | | |
| (i) Colour coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supported | The client does not use color as the only means to convey information. |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Supported | The client provides three distinct color schemes/contrast-level ranges. |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Supported | The voice mail notification feature of the client does not flash or use blinking text, objects or other elements with a flash or blink frequency greater than 2 Hz and lower than 55 Hz. |
| (l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Supported, with minor exceptions | The client uses embedded Internet Explorer browser windows. Support is limited to what Microsoft allows for browser windows. As well, many user interface elements are recognized by Microsoft Narrator, which can relay them audibly to the user. |

Section 1194.23

Telecommunications Products

Mitel UC Advanced and UC Advanced Softphone

| Criteria | Is Criteria Supported? | Remarks and Explanations |
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| (a) Telecommunications products or systems which provide a function allowing voice communication and | Supported | The client supports all USB audio devices. Many such devices have the capability to provide a standard non-acoustic connection point for TTYs. |

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| which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | | |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Supported | The client supports industry-standard codecs including G.711 and G.729, which are compatible with TTY signal protocols. |
| (c) Voice mail, auto attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Supported | The client supports DTMF tone generation and voice paths for auto attendant and voice mail. Users can generate tones from either their mouse or by keyboard input. |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | Not Applicable | |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | Supported | The client provides the option of setting the ringer to sound from the softphone for incoming calls. For example, the ring tone can be set to play through the desktop speakers so the user will be alerted to incoming phone calls without having to look at the monitor. Additionally, the user can assign separate ring tones to specific caller IDs so a caller can be identified based on sound. |
| (f) For transmitted voice | Supported | Volume controls for the client are dependent on the |

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| signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | | Microsoft Windows operating system, which conforms to this standard. |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | Supported | Every time the client starts, its volume is reset and a warning is provided to users. |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | Supported | The client can use any USB audio device that supports this criterion. |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | Supported | Through the client, users may select any USB-compatible audio device and control it with PC sound controls that support disability access. |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format | Supported | The client follows industry coding standards such as the International Telecommunications Union (ITU) G.711 and G.729 audio coding to ensure industry compliance for encoding, signal compression, and format transformation. |

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| transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | | |
| (k.1) Products which have mechanically operated controls or keys shall comply with the following: controls and keys shall be tactilely discernible without activating the controls or keys. | Not Applicable | |
| (k.2) Products which have mechanically operated controls or keys shall comply with the following: controls and keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs (22.2 N) maximum. | Not Applicable | |
| (k.3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | Not Applicable | |
| (k.4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | Not Applicable | |

Section 1194.31

Functional Performance Criteria

| Mitel UC Advanced/UC Advanced Softphone & MiCollab Client/MiCollab Client Softphone | | |
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| Criteria | Is Criteria Supported? | Remarks and Explanations |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided. | Supported | The client supports Microsoft Windows accessibility features including Magnifier, Narrator, and On-Screen Keyboard. |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided. | Supported | The client supports Microsoft Windows accessibility features including Magnifier, Narrator, and On-Screen Keyboard. |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided. | Supported | The client supports screen pop to indicate incoming calls and caller ID if the user cannot hear the phone ring. |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Supported | The client supports USB hearing devices for Windows 2000 and XP. |
| (e) At least one mode of operation and information retrieval that does not require | Supported | The client calls can be managed by mouse using the drag-and-drop feature. |

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| user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided. | | |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Supported | The client supports large buttons on the user interface for call control. The user interface can also be customized to meet the requirements of users with limited motor skills. |

**Section 1194.41
Information, Documentation, and Support**

| Mitel UC Advanced/UC Advanced Softphone & MiCollab Client/MiCollab Client Softphone | | |
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| Criteria | Is Criteria Supported? | Remarks and Explanations |
| (a) Product support documentation provided to end users shall be made available in alternate formats upon request, at no additional charge. | Supported | Client documentation allows the user to generate PDFs and set accessibility options that comply with 508 guidelines using the tools in Acrobat Professional. |
| (b) Support services for products shall accommodate the communication needs of end users with disabilities. | Supported | Mitel offers a full range of product support for end users with disabilities. |

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